

Public Service Issues Learning Device Planning						
Module/Course Title		Student Workload	Credits	Semester	Frequency	Duration
4061112055		90.662 Workhours	2 CU 3.18 ECTS	6 TH SEMESTER	ONCE YEAR	1 SEMESTER
1	Types of courses Lectures Structured, Assignments, Independent Study		Contact hours 26.665	Independent Study 31.998	Structured Study 31.998	Class size MAX 50 STUDENTS
2	Prerequisites for participation (if applicable) -					
3	Program Learning Outcomes					
	PLO-3 Able to master qualitative and quantitative analysis methods and techniques for administration					
	PLO-6 Able to utilize information technology in managing the organization					
	PLO-7 Able to formulate alternative solutions to administrative problems in public sector organizations					
	PLO-11 Cooperate and have concern for society and environment					
	CLO-3 Able to master qualitative and quantitative analysis methods and techniques to analyze public service issues CLO6 Able to utilize information technology in managing public sector organizations, implementing public policies, managing development services and administration CLO-7 Able to formulate alternative solutions to administrative problems in public sector organization related to public service issues CLO-11 Cooperate and have concern for public service issues					
4	Subject aims/Content (learning objectives of the course/subject material) 1. Terminology, definition, concept of public service 2. Innovations, characteristics, typologies, and categories of public services					

	3. Terminology, definitions, and benefits e-Government 4. History, definition, criteria, sites, and applications of e-Health, e-Gov, e-KTP, e-Lampid 5. Definition of tax, e-Taxing, Tax e-Billing, e-Budgeting 6. Case studies of e-Gov in the field of health services, population administration, tax services, transportation services, education services 7. Public services issues
5	Teaching methods <i>Discovery Learning, Group Discussions</i>
6	Assessment methods <i>Portfolio, paper test</i>
7	This module/course is used in the following study program/s as well -
8	Responsibility for module/course Elective
9	Other information (References) 1. Durant, Robert F. 2014. Why Public Service Matters: Public Managers, Public Policy, and Democracy. United States: Palgrave Macmillan. 2. Hayat. 2017. Manajemen Pelayanan Publik. Jakarta: Rajawali Pers. 3. Denhart, Robert B. 2015. The New Public Service: Serving, not Steering 4th Edition. New York: Routledge. 4. Gil-Gracia, J. Ramon. 2012. Enacting Electronic Government Success: An Integrative Study of Government-wide Websites, Organizational Capabilities, and Institutions. United States: Springer New York. 5. Sommer, M., Vis-Sommer, V., Curtin, G. G. 2013. The World Of E-Government. United States: Taylor & Francis. 6. E-Government and Websites: A Public Solutions Handbook, 2014. United Kingdom: Taylor & Francis. 7. Schnoll, H. J. 2015. E-Government: Information, Technology, and Transformation. United Kingdom: Taylor & Francis. 8. Sendra Compte, S., Díez, I. d. l. T., Rodrigues, J. J. 2016. E-Health Systems: Theory and Technical Applications. Netherlands: Elsevier Science. 9. Mudahnya Mengurus Semua Dokumen Tanpa Calo: Mengurus Dokumen Dengan Cepat, Mudah, dan Tidak Repot. 2015. (n.p.): Lembar Langit Indonesia. 10. Law and Justice in a Globalized World: Proceedings of the Asia-Pacific Research in Social Sciences and Humanities, Depok, Indonesia, November 7-9, 2016: Topics in Law and Justice. 2017. United Kingdom: CRC Press. 11. E-Governance for Smart Cities. 2014. Singapore: Springer Nature Singapore. 12. Cropf, R. A. 2016. E-Government for Public Managers: Administering the Virtual Public Sphere. United States: Rowman & Littlefield Publishers. 13. Hilton, R., Platt, D. 2014. Ebook: Managerial Accounting - Global Edition. United Kingdom: McGraw-Hill Education. 14. Governance in Developing Asia: Public Service Delivery and Empowerment. 2015. United Kingdom: Edward Elgar Publishing, Incorporated.

	15. White, J. D., Menzel, D. C. 2015. The State of Public Administration: Issues, Challenges and Opportunities. United Kingdom: Taylor & Francis. 16. Systems Approaches to Public Sector Challenges: Working with Change. 2017. France: OECD Publishing. 17. Khan, H. A. 2017. Globalization and the Challenges of Public Administration: Governance, Human Resources Management, Leadership, Ethics, E-Governance and Sustainability in the 21st Century. Germany: Springer International Publishing.
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